

# **Alerts CPSS 1.1.7 Status as of 8-2-00**

**Assumption: *Response to FAR 42.302 (33)***

- **Phase I - Deployed**

- **Issues - Increase awareness - Increased use - 80% increase  
FY 99**

- **Separate process for International (OCONUS)**

- **Unacceptable quality of response**

- **Addressed with Policy, Training, Supplemental  
Training, FST Conference, District follow-up -  
Requires additional efforts**

- **DCMC role in Request for Special Assistance (CPSS)**

- **Backorders**

- **Contract Close-out**

- **DFAS is exploring use of CPSS for 1716 to ACO**

- **DCMC PI/PI for Readiness Role is opportunity to focus  
process**

- **Need IT System Sustainment Policy (Currently no  
Helpdesk of External Customers)**

# **Alerts CPSS 1.1.7 Status as**

**Assumption: Response to FAR 42.302 (33)**  
**Ref 8-21-00**

## **•Phase II - Deployment -**

- Version 3.08 certified, FT, ET, OT**
- Pre MS III brief to ITJSG - proceed**
- MS brief to Commander 8-21-00**
- Training In Process - 98% Complete; 6,000 DCMA, 500+ Customers (TTT)**
- Anticipate Customer participation to double in first 6 months of FY**
- Reports & Metrics in process**
- IPT to rate and rank CMO CPSS responses in Phase I & (OT) II - use to establish the solid performers and promising practices, and who needs help**
- Must improve the quality of the CPSS prior to the massive increase**
- CAT locator web site receives avg of 192 hits per day since 3-31-00**  
[http://laxwebors1.dcmdw.dla.mil/srk/owa/alerts.pb\\_query](http://laxwebors1.dcmdw.dla.mil/srk/owa/alerts.pb_query)
- Policy issue of inclusion to evolve Customer Priority**

# **Performance Goal 1. 1.7 - CPSS Timeliness**

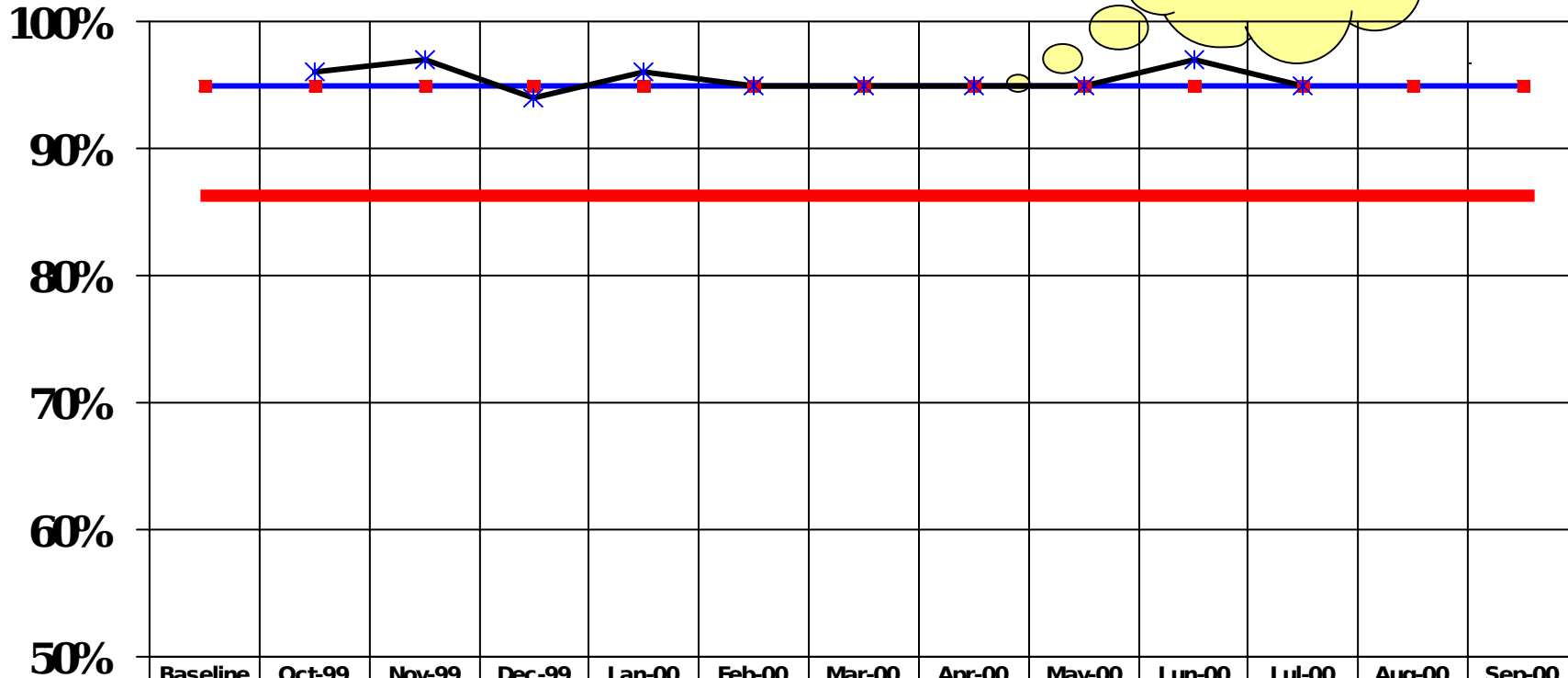
- **Performance Goal Description:** Ensure 95% of Alerts Customer Priority Surveillance System (CPSS) requests are responded to within the timeframe specified by the customer.
- **FY99 Goal/Target:** 95 %
- **FY99 YTD Results:** 95 % DCMC
- **Rating:**
  - 96% East District
  - 94% West District
  - 93% International (America's only)
- **Description of Progress to Date:**
  - Concerns
    - Customer feedback regarding the lack of quality in responses - addressing
    - Post Phase II deployment, need new customer marketing decision needed
    - Field hasn't progressed into the Sch & Del Mgt policy on CPSS
      - IPT will address this month
    - Customer is driving the type of request of Other to Close-out, Backorders, 1716
    - Actions taken
      - working with FSTs
      - contact with CMO personnel & Commanders
      - FY 00 site visits to collaborate on Alerts - 3 completed
      - Collaboration with CLRs to improve customer support
  - **HQ Process Owner:** Patsy Oburn, DCMA-OCT, 703-767-3350

DCMC

# Performance Goal 1.1.7 - CPSS Timeliness

DCMC FY99 Goal: 95%

On-Time Rate























	Baseline	Oct-99	Nov-99	Dec-99	J an-00	Feb-00	Mar-00	Apr-00	May-00	J un-00	J ul-00	Aug-00	Sep-00
Goal	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
DCMC O/T Rate		96.00%	97.00%	94.00%	96.00%	95.00%	95.00%	95.00%	95.00%	97.00%	95.00%		
CPSS On-time		2721	3425	3549	2991	3310	3688	3247	4475	4219	3784		
CPSS Due		700	3532	3773	3123	3482	3883	3433	4726	4326	3978		

# Performance Goal 1.1.7 - CPSS

## Timeliness

### DCMC FY00 Goal: 95%

ID		Task Name	% Complete	Start	Finish	1999 Qtr 1
5		Develop web cube	100%	Tue 12/1/98	Tue 4/25/00	
6		Enhance web cube	100%	Tue 12/1/98	Thu 3/29/00	
7		Clean up user tables	100%	Fri 2/13/98	Fri 8/6/99	
8		Update Homepage	50%	Mon 5/24/99	Wed 5/31/00	
9		Conduct Dist Process Champior	70%	Mon 8/10/98	Fri 9/29/00	
10		*Training Development	100%	Mon 1/4/99	Fri 2/11/00	
11		*Conduct Training	98%	Mon 3/8/99	Fri 7/27/01	
12		End 2 End CIO - Backorders	100%	Mon 4/24/00	Thu 8/31/00	
13		Establish crossfunctional uses	50%	Thu 6/1/00	Fri 9/29/00	
14		Video Business Case on Delivery	0%	Mon 7/17/00	Fri 7/28/00	
15		New Customer Marketing - Decis	0%	Tue 6/3/97	Tue 6/3/97	

## **Performance Goal 1.1.7 CPSS Timeliness**

### **Root Cause Analysis**

- **System Problems: Need to know stratification of Monthly impact to performance**
  - **Recommend suspension of this goal for the balance of FY due to data anomalies**
  - **Will determine the Root Cause to ensure correction with deployment of Phase II**
- **No Helpdesk for External Customers**
- **Customer Feedback on use of “Other” indicates a problem in policy execution**
- **Customer Feedback indicates non compliance to the policy. The quality of the responses indicate immediate action.**
- **FST and field visits indicate that the knowledge and skills do not exist to comply with the policy. Workforce is already level II DAU certified in PQM and don’t gain priority placement to the DAU classes. The current DAU classes do not offer the type of “execution” instruction necessary.**

## **Performance Goal 1.1.7 - CPSS Timeliness**

### **Corrective Action**

- DCMDE/W-Process Mgrs are investigating
- Working with District Process Mgrs, Cdrs, workforce, Customers to improve quality of responses
- Need a message venue to explain “Importance of Delivery” request video
- Helpdesk coverage planned for Phase II with Columbus
- **Submitted a budget request and strategy to conduct a Production Workshop**